Customer Benefits

- **Efficiency** – Sharing a common cloud-based service allows for more cost-efficient operations and support.
- **Security** – Robust policies, controls and systems are designed to enhance security.
- **Scalability** – Users may be added or removed quickly as business needs change.
- **Support** – Support is provided by Admin staff members skilled in planning, provisioning, maintaining and troubleshooting the service.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Supply a workstation or other mail-capable device.		X
Supply and configure desktop client for accessing email (e.g., Outlook, Thunderbird).		X
Contact the DTO Service Desk to report an incident.		X
Plan, provision, maintain, troubleshoot and resolve issues related to the email service.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.